



INTEGRATED STATEWIDE INFORMATION SYSTEMS OSIS OPERATING POLICIES

OSIS POLICY NO. 1

SUBJECT: Management of ISIS Enhancement/Change Requests
ISSUE DATE: July 3, 1995
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I. POLICY:

Enhancements to the Integrated Statewide Information System (ISIS) will be requested in writing, logged into the OSIS Change Management System, and tracked to completion. Enhancements require an ISIS Position Paper to be presented to the DOA ISIS Management Team. OSIS will notify Users when enhancements to ISIS are applied to production.

II. PURPOSE AND DEFINITION:

Requests for enhancements to ISIS will be managed through to completion to ensure quality service to ISIS Users. Enhancements are design changes to improve or enhance the Integrated Statewide Information System (ISIS). The word "enhancement" will be used synonymously throughout this document with the word "change".

III. RESPONSIBILITY AND PROCEDURE:

Agency Requestor:

Completes the **ISIS Enhancement/Change Request Form** (ISF001) identifying the need for system changes. Alternate strategies must be identified. The request must be signed by the Agency Head to acknowledge review and approval and signed by the ISIS Agency Liaison to acknowledge review. The completed form is sent to the OSIS Director.

OSIS Director:

Forwards the form to the appropriate OSIS Project Manager.

OSIS Project Manager:

Reviews the enhancement/change request form and ensures it is logged in the OSIS Change Management System, verifying that the proper agency signatures are on the form along with statements of need and alternative strategies. Returns incomplete

forms to the requestor. Prepares or assigns responsibility for preparation of an ISIS Position Paper. Includes alternatives to the enhancement and the impact of the enhancement on ISIS/OSIS and estimates whenever possible. Forwards, by E-mail, the position paper to the DOA ISIS Management Team for review and requests each Team member return a statement of impact of the proposed enhancement to their agency. Compiles all impact statements and comments into the official position paper for the next DOA ISIS Management Team meeting.

OSIS Director:

Places the requested enhancement on the agenda for next DOA ISIS Management Team meeting.

DOA ISIS Management Team:

Reviews all outstanding requests for enhancements to ISIS; determines the appropriateness of the enhancement; and evaluates the impact of the enhancement on other ISIS systems or DOA Policies. If the Team unanimously approves the enhancement, it is directed to the appropriate ISIS Users Committee. If the Team does not vote unanimously on a proposed enhancement, a minority paper is developed and is sent to the ISIS Steering Committee.

ISIS Users Committee:

Reviews outstanding requests for enhancements and votes on a preferred order of development. Considers the extent to which the proposed enhancement is needed by several agencies, the urgency of the need, and the impact to agencies when establishing priorities.

ISIS Steering Committee:

Considers the outstanding requests for enhancements not unanimously agreed upon by the DOA ISIS Management Team. If the committee determines the enhancement is in the best interest of the State, either directs the enhancement/change request to the appropriate ISIS Users Committee or forwards the enhancement/change request directly to OSIS for processing.

DOA Deputy Undersecretary:

Retains the right to bypass this process and send an enhancement/change request directly to the OSIS Director. It is anticipated that these exceptions will be infrequent.

It is possible for the DOA Deputy Undersecretary, the DOA ISIS Management Team, the ISIS User Committees, or the ISIS Steering Committee to change the status of the requested enhancement to "Denied" if the enhancement is determined to not be in the best interest of the State.

OSIS Director or Designee:

Considering the priority order of the requests and other pending enhancements to ISIS, authorizes the release of the enhancement/change request to either the vendor or OIS staff for programming. Provides a periodic report to the Steering Committee and a monthly report to the DOA ISIS Management Team on the status of enhancement/change requests.

OSIS Project Manager or Designee:

Assigns the enhancement/change request to an OSIS Analyst to carry out the implementation of the change from the time it is released for programming until it is placed in production. Releases the enhancement/change request to OIS or the Vendor to be programmed. Upon notification that the change to the system has been completed in the development region, authorizes the change to be moved into the test region for State functional testing. Reviews the test results, updates the status of the enhancement/change request in the OSIS Change Management System and notifies the technical support team that the change is ready for migration to production. Notifies OSRAP when the enhancement/change request is being moved to testing and production status, updates the Users Guide. Notifies the ISIS users when the enhancements are moved to production, and notifies the OSIS Web Site Administrator to update ISIS information in InfoLouisiana.

OIS or Vendor Technical Support Team:

Makes changes according to the enhancement/change request. Tests the changes according to internal procedures. Notifies OSIS Project Manager or Designee when changes have been completed.

Prepares migration of change; reviews migration with and obtains approval of OSIS Systems Administration Manager; migrates change to production.

DEFINITIONS:

Control Agencies - The agencies within State government that establish policies and procedures for State operations and have oversight responsibilities for adherence to policies, for example, the Office of Statewide Reporting and Accounting Policy or the Office of State Purchasing.

ISIS Steering Committee - A committee formed to establish direction and strategic goals for the ISIS Project, resolve issues with statewide policy implications, and monitor the status and progress of the project. It is composed of individuals from the legislative and executive branches of State government, representing both user and control organizations. Committee membership can be found by accessing the OSIS Home Page of InfoLouisiana.

DOA ISIS Management Team - A committee formed to review enhancement requests and to evaluate their impact on the control agencies and other systems within ISIS. It is composed of

representatives from the DOA Agencies. Committee membership can be found by accessing the OSIS Home Page of InfoLouisiana.

ISIS User Committees - Committees formed to review outstanding enhancements to ISIS and to recommend a preferred order of development. If applicable, committee members will review the enhancements prior to their release into production to ensure that State agencies' needs have been met. These committee are compose of OSIS staff members plus control agency and user agency personnel. They have different members for each ISIS subsystem, that is, the AGPS User Committee has different members from the AFS User Committee. Committee membership can be found by accessing the OSIS Home Page of InfoLouisiana.